

Adult Consumer Perception Survey Data - Southern California Region - November 2007

Total Number of RECEIVED Surveys

	Frequency
Valid November 2007	14096

Total Number of COMPLETED Surveys

	Frequency
Valid November 2007	10321

If the instrument is not completed, the PRIMARY reason must be indicated.

	Frequency	Valid Percent
Valid Refused	1812	52.9
Impairment	346	10.1
Language	430	12.6
Other	837	24.4
Total	3425	100.0
Missing	350	
Total	3775	

Demographic Data

Gender

	Frequency	Valid Percent
Valid Female	5553	58.2
Male	3970	41.6
Other	23	.2
Total	9546	100.0
Missing	775	
Total	10321	

Ethnicity

		Frequency	Valid Percent
Valid	African American	1335	14.1
	Asian/Pacific Islander	482	5.1
	Hispanic	3127	33.0
	Native American	157	1.7
	White	3599	38.0
	Other	344	3.6
	More than 1 race	420	4.4
	Total	9464	100.0
Missing		857	
Total		10321	

Age Categories

		Frequency	Valid Percent
Valid	18 - 25 years old	1169	13.0
	26 - 35 years old	1845	20.5
	36 - 45 years old	2618	29.0
	46 - 59 years old	3389	37.6
	Total	9021	100.0
Missing		1300	
Total		10321	

Service-Related Data

How long have you received services here?

		Frequency	Valid Percent
Valid	This is my first visit here	234	2.6
	> 1 visit, but < one month	447	5.0
	1 to 2 months	792	8.9
	3 to 5 months	1066	11.9
	6 months to 1 year	1446	16.2
	More than 1 year	4944	55.4
	Total	8929	100.0
Missing		1392	
Total		10321	

What was the primary reason you became involved with this program?

		Frequency	Valid Percent
Valid	I decided to come in on my own	3614	42.0
	Someone else recommended that I come in.	4674	54.3
	I came in against my will.	325	3.8
	Total	8613	100.0
Missing		1708	
Total		10321	

Were the services you received provided in the language you prefer?

		Frequency	Valid Percent
Valid	No	283	3.3
	Yes	8249	96.7
	Total	8532	100.0
Missing	Unknown	1789	
Total		10321	

Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer?

		Frequency	Valid Percent
Valid	No	368	4.4
	Yes	8002	95.6
	Total	8370	100.0
Missing	Unknown	1951	
Total		10321	

Who helped in completing the Survey?

I did not need any help.

		Frequency	Valid Percent
Valid	No	3574	34.6
	Yes	6747	65.4
	Total	10321	100.0

A mental health advocate / volunteer helped me.

		Frequency	Valid Percent
Valid	No	9812	95.1
	Yes	509	4.9
	Total	10321	100.0

Another mental health consumer helped me.

		Frequency	Valid Percent
Valid	No	10080	97.7
	Yes	241	2.3
	Total	10321	100.0

A member of my family helped me.

		Frequency	Valid Percent
Valid	No	9710	94.1
	Yes	611	5.9
	Total	10321	100.0

A professional interviewer helped me.

		Frequency	Valid Percent
Valid	No	10076	97.6
	Yes	245	2.4
	Total	10321	100.0

My clinician / case manager helped me.

		Frequency	Valid Percent
Valid	No	9904	96.0
	Yes	417	4.0
	Total	10321	100.0

A staff member other than my clinician or case manager helped me.

		Frequency	Valid Percent
Valid	No	10002	96.9
	Yes	319	3.1
	Total	10321	100.0

Someone else helped me.

		Frequency	Valid Percent
Valid	No	10056	97.4
	Yes	265	2.6
	Total	10321	100.0

Language of instrument

		Frequency	Valid Percent
Valid	Chinese	2	.0
	English	9178	88.9
	Spanish	1047	10.1
	Tagalog	1	.0
	Vietnamese	93	.9
	Total	10321	100.0

**If you have been receiving services for ONE YEAR OR LESS,
were you arrested since you began to receive mental health services?**

	Frequency	Valid Percent
Valid No	3028	90.8
Yes	308	9.2
Total	3336	100.0
Missing	649	
Total	3985	

**If you have been receiving services for ONE YEAR OR LESS,
were you arrested during the 12 months prior to that?**

	Frequency	Valid Percent
Valid No	2744	83.5
Yes	541	16.5
Total	3285	100.0
Missing	700	
Total	3985	

**If you have been receiving services for ONE YEAR OR LESS, since you
began to receive mental health services, have your encounters with the police . . .**

	Frequency	Valid Percent
Valid Been reduced	615	19.6
Stayed the same	315	10.1
Increased	103	3.3
Not Applicable (No police encounters this year or last year)	2097	67.0
Total	3130	100.0
Missing	855	
Total	3985	

**If you have been receiving services for MORE THAN ONE YEAR,
were you arrested during the last 12 months?**

	Frequency	Valid Percent
Valid No	4349	94.1
Yes	274	5.9
Total	4623	100.0
Missing	321	
Total	4944	

**If you have been receiving services for MORE THAN ONE YEAR,
were you arrested during the 12 months prior to that?**

	Frequency	Valid Percent
Valid No	4322	94.0
Yes	277	6.0
Total	4599	100.0
Missing	345	
Total	4944	

**If you have been receiving services for MORE THAN ONE YEAR,
over the last year, have your encounters with the police . . .**

		Frequency	Valid Percent
Valid	Been reduced	584	13.4
	Stayed the same	338	7.8
	Increased	124	2.8
	Not Applicable (No police encounters this year or last year)	3311	76.0
	Total	4357	100.0
Missing		587	
Total		4944	

Perception of Access to Services

		Frequency	Valid Percent
Valid	Dissatisfied	38	.4
	Somewhat Dissatisfied	204	2.0
	Neutral	1360	13.4
	Satisfied	4706	46.4
	Very Satisfied	3829	37.8
	Total	10137	100.0
Missing		184	
Total		10321	

Perception of Quality & Appropriateness

		Frequency	Valid Percent
Valid	Dissatisfied	20	.2
	Somewhat Dissatisfied	113	1.1
	Neutral	1104	11.2
	Satisfied	4779	48.5
	Very Satisfied	3837	38.9
	Total	9853	100.0
Missing		468	
Total		10321	

Perception of Participation in Treatment Planning

		Frequency	Valid Percent
Valid	Dissatisfied	53	.6
	Somewhat Dissatisfied	261	2.8
	Neutral	1850	19.6
	Satisfied	4174	44.3
	Very Satisfied	3081	32.7
	Total	9419	100.0
Missing		902	
Total		10321	

Perception of Social Connectedness

		Frequency	Valid Percent
Valid	Dissatisfied	157	1.7
	Somewhat Dissatisfied	675	7.3
	Neutral	2430	26.2
	Satisfied	3890	41.9
	Very Satisfied	2129	22.9
	Total	9281	100.0
Missing		1040	
Total		10321	

Perception of Functioning

		Frequency	Valid Percent
Valid	Dissatisfied	148	1.6
	Somewhat Dissatisfied	647	6.8
	Neutral	2406	25.4
	Satisfied	4055	42.8
	Very Satisfied	2228	23.5
	Total	9484	100.0
Missing		837	
Total		10321	

Perception of Outcomes

		Frequency	Valid Percent
Valid	Dissatisfied	63	.7
	Somewhat Dissatisfied	531	5.7
	Neutral	2460	26.2
	Satisfied	4261	45.4
	Very Satisfied	2076	22.1
	Total	9391	100.0
Missing		930	
Total		10321	

General Satisfaction

		Frequency	Valid Percent
Valid	Dissatisfied	48	.5
	Somewhat Dissatisfied	158	1.5
	Neutral	836	8.1
	Satisfied	4107	39.8
	Very Satisfied	5172	50.1
	Total	10321	100.0

Descriptive Statistics for Satisfaction with Services Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
accscale	10137	1.00	5.00	4.2173	.69895
appscale	9853	1.00	5.00	4.2338	.65391
txscale	9419	1.00	5.00	4.2025	.74123
socscale	9281	1.00	5.00	3.8499	.87952
funscale	9484	1.00	5.00	3.7912	.88563
outscale	9391	1.00	5.00	3.8489	.79598
satscale	10321	1.00	5.00	4.3738	.70349
Valid N (listwise)	8531				

Quality of Life Survey Data

QOL_1. How do you feel about your life in general?

	Frequency	Valid Percent
Valid Terrible	365	3.9
Unhappy	943	10.0
Mostly Dissatisfied	690	7.3
Mixed	3105	32.9
Mostly Satisfied	1959	20.8
Pleased	1649	17.5
Delighted	729	7.7
Total	9440	100.0
Missing	881	
Total	10321	

Descriptive Statistics for Living Situation Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Living Situation Subscales	9374	1.00	7.00	4.6063	1.52586
Valid N (listwise)	9374				

Descriptive Statistics for Daily Activities and Functioning Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Daily Activities and Functioning Subscales	9355	1.00	7.00	4.4944	1.37921
Valid N (listwise)	9355				

QOL_4. In general, how often do you get together with a member of your family?

	Frequency	Valid Percent
Valid		
Not at all	1064	12.2
Less than once a month	1079	12.4
At least once a month	1431	16.4
At least once a week	2060	23.7
At least once a day	2756	31.7
No family / Not applicable	317	3.6
Total	8707	100.0
Missing	1614	
Total	10321	

Descriptive Statistics for Family Relations Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Family Relations Subscales	8789	1.00	7.00	4.6372	1.61126
Valid N (listwise)	8789				

QOL_6A. About how often do you visit with someone who does not live with you?

	Frequency	Valid Percent
Valid		
Not at all	1316	14.7
Less than once a month	998	11.2
At least once a month	1784	19.9
At least once a week	3014	33.7
At least once a day	1453	16.2
Not applicable	381	4.3
Total	8946	100.0
Missing	1375	
Total	10321	

QOL_6B. About how often do you spend time with someone you consider more than a friend, like a spouse, a boyfriend or a girlfriend?

	Frequency	Valid Percent
Valid		
Not at all	2082	24.3
Less than once a month	532	6.2
At least once a month	805	9.4
At least once a week	1552	18.1
At least once a day	2096	24.5
Not applicable	1502	17.5
Total	8569	100.0
Missing	1752	
Total	10321	

Descriptive Statistics for Social Relations Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Social Relations Subscales	8757	1.00	7.00	4.6582	1.37110
Valid N (listwise)	8757				

QOL_8A. During the past month, did you generally have enough money to cover food?

		Frequency	Valid Percent
Valid	No	2417	26.7
	Yes	6642	73.3
	Total	9059	100.0
Missing		1262	
Total		10321	

QOL_8B. During the past month, did you generally have enough money to cover clothing?

		Frequency	Valid Percent
Valid	No	3775	41.9
	Yes	5229	58.1
	Total	9004	100.0
Missing		1317	
Total		10321	

QOL_8C. During the past month, did you generally have enough money to cover housing?

		Frequency	Valid Percent
Valid	No	2302	25.7
	Yes	6645	74.3
	Total	8947	100.0
Missing		1374	
Total		10321	

QOL_8D. During the past month, did you generally have enough money to cover traveling around for things like shopping, medical appointments, or visiting friends and relatives?

		Frequency	Valid Percent
Valid	No	3599	40.2
	Yes	5347	59.8
	Total	8946	100.0
Missing		1375	
Total		10321	

QOL_8E. During the past month, did you generally have enough money for social activities like movies or eating in restaurants?

		Frequency	Valid Percent
Valid	No	5220	58.6
	Yes	3686	41.4
	Total	8906	100.0
Missing		1415	
Total		10321	

QOL_9A. In the past month, were you the victim of any violent crimes such as assault, rape, mugging or robbery?

	Frequency	Valid Percent
Valid No	8636	93.7
Yes	585	6.3
Total	9221	100.0
Missing	1100	
Total	10321	

QOL_9B. In the past month, were you the victim of any non-violent crimes such as burglary, theft of your property or money, or being cheated?

	Frequency	Valid Percent
Valid No	8104	88.5
Yes	1056	11.5
Total	9160	100.0
Missing	1161	
Total	10321	

QOL_10. In the past month, how many times have you been arrested for any crimes?

	Frequency	Valid Percent
Valid No arrests	8521	96.3
1 arrest	176	2.0
2 arrests	44	.5
3 arrests	29	.3
4 or more arrests	77	.9
Total	8847	100.0
Missing	1474	
Total	10321	

Descriptive Statistics for Legal & Safety Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Legal & Safety Subscales	9187	1.00	7.00	4.7414	1.42033
Valid N (listwise)	9187				

Descriptive Statistics for Health Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Health Subscales	9027	1.00	7.00	4.1500	1.49129
Valid N (listwise)	9027				